Standard 2: Standardized Assessment Tool

(FROG)

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**Use of the Family Resilience Opportunities for Growth (FROG) Scale**

(EFFECTIVE 11/27/2024)

**HFA Best Practice Standard 2-1.A**

**POLICY: The FROG Scale is administered to identify risk and protective factors that could contribute to or mitigate increased risk for child maltreatment or other adverse childhood experiences. The policy and procedures also require documentation of these risk and protective factors be completed in narrative format that fully describes the concerns, needs, and strengths expressed by the parent(s) during the FROG Scale conversation, and all items are scored in accordance with the guidelines of the tool. The policy and procedures specify who is responsible for administering the tool and the timeframe for completing the narrative, including supervisor review**.

HFNY Policy Guidelines

* Sites use the FROG Scale to assess the presence of various factors associated with increased risk of adverse childhood experiences and support the development of a service plan that meets the unique needs of each family.
* The FROG Scale is completed after enrollment, typically occurring at the first home visit, ideally within a single visit, but in no more than two visits (within 30 days of enrollment).
* The FROG Scale is completed for the parents (or primary caregivers) present in a relationship-building, conversational style. Efforts are made to complete the FROG Scale with both parents (or primary caregivers).
* The FROG Scale is administered objectively and reliably according to the FROG training.
* Responses from parents (or partner/significant other) present at the FROG visit are scored (0-4 or U (unknown)) in all domains the parent shared information for. When a domain is not explored for a person who was present at the FROG visit, score is U (unknown) and documentation includes reason for score; for example, "FRS did not ask." or "Lack of information gathered made it unable to rate." Domains scored U (unknown) can be entered on the service plan for further exploration.
* The FROG Scale narrative is documented in the HFNY FROG Scale Narrative Form, scored, and submitted in the MIS to the supervisor for review within 2 business days.
  + Visit(s) where the FROG is administered will need to be recorded in the Home Visit Log.
* Supervisors review all FROG Scale narratives. These reviews may be completed outside of regular supervision times to ensure that the supervisor reviews them in a timely manner. Any subsequent changes are reflected in a finalized FROG Scale narrative. Supervisors have 3 business days from submission to review, finalize, approve the FROG Scale narratives, and ensure that the appropriate staff has been assigned.
* The narrative includes details of the family’s strengths, protective factors, concerns, and needs as determined by the FROG Scale.
* Staff who administer the tool participate in regularly scheduled supervision with their supervisor to review and confirm documentation is complete and scoring is discussed. Staff are supported with building skills that ensure FROG Scale conversations are done in a manner that builds relationships and is respectful, culturally responsive, and strength based. Supervisors observe staff conducting the FROG Scale. See GA-2.A for observation requirements.
* Prior to using the FROG Scale, all staff with responsibility for administering the tool and their supervisors will complete FROG Scale training conducted by a certified Healthy Families America FROG Trainer (or the HFA Hop Up for staff previously trained in the Parent Survey).
* Information collected from the FROG Scale is documented on the Service Plan for initial and ongoing service planning.

**The site will adhere to all NYS policy guidelines specified above[[1]](#footnote-1). In addition, please insert site-specific procedures below that include:**

1. A description of how, prior to using the FROG, all staff administering the tool and their supervisors will complete the appropriate required training.
2. The time frame for administration of the FROG Scale (see time frames identified in guidelines above).
3. A description of who is responsible for administering the FROG Scale.
4. What efforts are made to engage both parents and how responses from parents are recorded, including when Unknown is selected for a parent present for the FROG.
5. The time frame for completing the FROG narrative documentation and scoring and Home Visit Log documentation.
6. The process and time frame for supervisor review and feedback on the FROG Scale narrative and time frame for assignment to the appropriate staff.
7. Describe how information collected from the FROG will be documented in the Service Plan for ongoing service planning.
8. How staff are supported over time in the way they engage families in the FROG Scale conversation.

**Reference Table**

**Best Practice Standard 2**

*This reference table contains a list of reports in the MIS that can be used to help programs monitor fidelity as well as helpful links and documents related to each policy.*

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| **Policy** | **MIS Reports & Forms** | **Appendix & Links** |
| **2-1.A**  **Use of the FROG Scale** | * 2-1.B/C Report | * FROG Tool-Kit (located on password protected side of HFNY website) |

1. *BPS 2-1.A and 2-2.A were combined in the new standards into a single 2-1* [↑](#footnote-ref-1)